

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Business Support Assistant**

People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The purpose of the job is to provide a comprehensive, confidential administrative support to managers, using appropriate systems, procedures and resources. To ensure quality service is delivered to customers, West Northamptonshire Council policies and values are complied with, and reporting deadlines are met.

## **Accountable to:**

This role reports directly into the Team Manager.

## **Responsibilities:**

1. Provide administrative support to managers and colleagues within your team and at times across the service area. Produce a range of detailed documents independently to the required standard and within timescales.
2. Responsible for the maintenance and development of electronic and paper record systems to ensure that the business is adequately supported. Act as a super user the internal systems and provide support to colleagues. Ensure customer, staff and performance data held on the management information system is accurate and up to date to ensure effective case management and staff planning.
3. Provide support to meetings and panels, including arranging meetings, circulating papers in advance, taking accurate and comprehensive minutes and distributing as required.
4. Ensure financial systems and processes are carefully followed. Raise purchase orders, check invoices are accurate and process invoices and payments in accordance with WNC guidelines. Keep accurate financial records and meet reporting deadlines.
5. Act as a first point of contact for the service. Deal with all correspondence and enquiries into the centre/care home, taking necessary administrative action and provide advice and guidance to facilitate an effective and prompt response.
6. Responsible for undertaking reception duties and responding to telephone and face to face enquiries. Respond to callers and visitors in a proactive manner in accordance with WNC customer service standards.
7. Support management with the recruitment and training of staff. Carrying out DBS checks, ID verification and arranging relevant training courses.
8. Co-ordinate the provision of stocks of resources and office supplies to maintain the effective operation of the service whilst minimising waste. This will involve the appropriate use of electronic ordering and payment systems.
9. Build good working relationships with internal and external managers, colleagues, customers and their carers. Ensure communication style is always clear and polite. Actively participate in staff meetings, team activities, supervision sessions, appraisals and training relevant to the role.
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate excellent verbal communication skills to politely and effectively handle a range of queries and undertake reception duties	Essential	A, I
Ability to produce written correspondence and well-presented documents	Essential	A, I
Able to work on own initiative, prioritise tasks and work under pressure to meet required standards and deadlines, whilst maintaining accuracy.	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I
Able to demonstrate awareness and understanding of equality and diversity, other people's behaviour, physical, social and welfare needs	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Understanding of data protection, GDPR and the security and handling of confidential information.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Previous experience in an administrative role, carrying out a range of duties with experience of setting up and managing records	Essential	A, I
Experience of using financial systems and procedures	Essential	A, I
Experience of using IT systems (in particular Microsoft office Word, Excel, Outlook) to produce a range of documents, coordinate and management information and monitor resources	Essential	A, I
Experience of guiding and assisting less experienced colleagues	Desirable	A, I
Understanding of West Northamptonshire Council services and our customers	Desirable	A, I
Experience of the West Northamptonshire Council management information system	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ/QCF Level 2 or equivalent qualification in a relevant subject, or administrative experience that is comparable to this level of qualification	Essential	A, I
International Computer Driving License (ICDL or ECDL), or the equivalent level of IT and keyboard skills	Essential	A, I

Demonstrate a good level of general education to GCSE standard including English and Maths	Essential	A, I
Satisfactory clearance of a Disclosure & Barring Service check	Essential	A, I
NVQ/QCF Level 3 or equivalent in a relevant subject	Desirable	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	
<b>Job family band:</b>	Business Administration Band 03	<b>Worker type:</b>	
<b>Salary range:</b>		<b>Budget responsibility:</b>	n/a
<b>People management responsibility:</b>	n/a		

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

